



New Orleans Fire Department

City of New Orleans

New Orleans Fire Department

Residents Experiencing Loss In Fire (RELIF Report)

- Status Quo
 - Previously the NOFD only collected information for a single person (head-of-household/manager) for each structure fire.
 - The purpose was only to ensure the NOFD had information available to communicate with affected residents if necessary for investigation or to collect further information.
- Scope
 - Gather detailed information for every occupant at structure fires and report that information to the newly created Department of Youth and Family Service.
 - This is done to ensure that residents adversely affected by fire receive all available assistance.
 - Create a new NOFD policy and procedure that requires the collection of the necessary data to create the RELIF Report
 - Create a procedure to send RELIF Report to forward that report to Dept. of Youth and Family Services in a timely manner.
- **Improvement/Why It Matters**
 - This project will allow residents adversely affected by fire to be connected to available services that provide relief for those experiencing the disaster of a home fire. Previously there was not a comprehensive way to ensure that victims were connected to vital assistance.

New Orleans Fire Department

Install Dat Smoke Alarm Project

■ Status Quo

- The NOFD has given away or installed smoke alarms for many years, but was not aggressive in this endeavor prior to the five tragic fire fatalities that occurred in Broadmoor in 2014.

■ Scope

- Since 2014 the NOFD has made a commitment to ensure that every residential structure has a working smoke alarm installed.
- NOFD canvases every neighborhood, knocking on doors and engaging the residents about the necessity of having a working smoke alarm
- NOFD responds to requests for smoke alarms through the CNO Website.

■ Improvement/Why It Matters

- Smoke alarms do not prevent fires but they do give early warning so that occupants can safely escape.
- SMOKE ALARMS SAVE LIVES
- The NOFD has installed **1,396** Smoke Alarms since May 7, 2018, at no cost to the residents.



New Orleans Fire Department

Commercial Occupancy Inspection Program

■ Status Quo

- Prior to 2013 the NOFD only had a handful of Fire Prevention Inspectors trained to conduct Inspections of the approximately 7,000 Commercial Occupancies in the City.
- The Department was unable to meet the demand.

■ Scope

- Every NOFD Company Officer was trained and certified as a Fire Inspector, allowing them to conduct code inspections of the commercial and industrial structures while also familiarizing themselves with the layout and unique features of the structure.
- The NOFD trained and certified all Captains (approximately 157) to be Fire Prevention Inspectors.
- Each Commercial Occupancy in the city was assigned to a specific captain for accountability.
- All Commercial Occupancies must be inspected each year by a certified Fire Prevention Inspector.

■ Improvement/Why It Matters

- Anyone who enters a Commercial Occupancy should have the expectation that the structure is safe. A yearly Fire Prevention Inspection by trained individuals ensures that Fire Codes are being adhered to and the public is safe.
- The inspection also may prevent fires by having the building owner/occupant correct any Fire Code violations that may have caused a fire.
- Since May 7, 2018, the NOFD has inspected **4,644** Commercial Occupancies
- This program has allowed the NOFD to conduct fire code inspections of almost every commercial and industrial structure in the City on annual basis. This improves the safety of the structures City residents and visitors frequent on a daily basis and allows firefighters to better preplan for response in the event of a fire



New Orleans Fire Department

Fire Hydrant Testing

■ Status Quo

- Prior to this project, the NOFD would inspect every Sewerage and Water Board Fire Hydrant in the City twice a year. This inspection included a visual check and functional operation test of each hydrant

■ Scope

- Due to a change in insurance testing requirements, the NOFD changed the hydrant inspection and testing process to an annual 21 point inspection of each hydrant and a flow test of each hydrant, measuring the actual water flow produced, once every five years
- The NOFD has conducted **14,432** Hydrant inspections and **4,002** Flow Tests since May 7, 2019.

■ Improvement/Why It Matters

- While the NOFD is not responsible for fire hydrant maintenance, this project benefits the NOFD, the Sewerage and Water Board and the entire City.
- It ensures hydrants are functional for firefighting efforts when needed, provides identification of broken or damaged hydrants so that they may be quickly repaired, provides system wide flow measurements for proper analysis and could help to lower homeowners insurance in the City



New Orleans Fire Department

Fire Safety Social Media Campaign

- Status Quo
 - Prior to this campaign, the NOFD had little to no social media presence
 - Social media accounts were not monitored or updated on a regular basis
 - Postings were limited and sporadic
 - Educational campaigns were promoted through the same established means, print and television media or direct to the public
 - Little information was issued to the public on Department activities outside of press releases
- Scope
 - The concept was to utilize NOFD Public Information Officers and the Photo Unit to promote educational campaigns through social media and to better inform the public on the day to day activities of the Fire Department
- **Improvement/Why It Matters**
 - Social media platforms have allowed the NOFD to inform the public directly about activities and fire education and reach out to segments of the community overlooked in the past
 - The NOFD has developed a small but steadily growing number of followers who often forward critical information to others on social media
 - The New Orleans Fire Department currently has **6,710** Facebook followers and **2,177** on Twitter

New Orleans Fire Department

City's IMT & USAR Teams respond after hurricanes

■ Scope

- City/NOFD Incident Management Team and Urban Search and Rescue Teams deployed to assist neighboring states after two disasters.
- In September the IMT deployed in response to for assistance to N. Carolina to assist in staffing the Planning Section for the state's Emergency Operations Center in Brunswick Co., one of the hardest hit areas near the coast.
- Also in September the USAR Team (LA Task Force 1) deployed to S. Carolina and performed water rescues and welfare checks in flooded neighborhoods in the Myrtle Beach area.
- In October LA-TF-1 USAR Team was first to deploy to Mexico Beach (ground zero) and Panama City after Hurricane Michael and doing door-to-door search & rescue in the devastated areas.

■ Improvement/Why It Matters

- Teams responding to help North & South Carolina and Florida after Hurricanes Florence and Michael was critical for those communities.
- Having experienced disasters in New Orleans we know importance of assisting our neighbors during their time of crisis.
- Our teams gain crucial experience from each deployment

New Orleans Fire Department

Fire Prevention Month Activities

- Status Quo
 - National Fire Prevention week is always the second week of October.
 - The NOFD escalates its Fire Prevention activities for the entire month, creating Fire Prevention Month.
- Scope
 - The NOFD held a press event with Mayor Cantrell to kick-off Fire Prevention week and encourage residents to call NOFD for FREE Smoke alarms.
 - NOFD conducted a side-by-side live burn demonstration at City Hall to demonstrate how fast fires spread and the need for Smoke Alarms, fire escape planning and home sprinklers.
 - For October, the NOFD Community Relations Division provided education programs to 24,723 residents.
 - The NOFD Community Relations Division provided education programs to 40,240 residents since May 7, 2019.
 - At the start of the school year, NOFD conducted Fire Drills and inspections at every K-12 school (158 total) in the City of New Orleans to ensure fire escape preparedness at each school.
- **Improvement/Why It Matters**
 - Reaching the public through large media campaigns helps to ensure as many residents as possible have working Smoke Alarms and are aware of the danger from fire.
 - By completing mandatory Fire Drills and inspections in each school (K-12) we ensure that every school has working fire alarms and that students and teachers know what to do in the event of a fire during the school day.
 - The NOFD conducted drills and inspections at each school and interacted with 66,216 students and teachers through these events.

New Orleans Fire Department

Improvement to Fire Apparatus Operator Promotional Process

- The NOFD working in conjunction with Civil Service, elevated the minimum qualifications for promotion to the position of Fire Apparatus Operator.
- The process now requires members to earn International Fire Service Accreditation Congress (IFSAC) certification as a Fire Apparatus Driver/Operator, IFSAC certification as a Fire Apparatus Driver/Operator- Aerial, and the successful completion of a Fire Apparatus Driver/Operator Professional Qualifications Drivers' Course.
- **Improvement/Why It Matters**
 - This change elevated the level of training to be promoted thereby, increasing the knowledge, skills and abilities of operators.
 - This change also eliminated the need for Civil Service to create a written promotional test by utilizing nationally standardized testing and certification. This provides for a more efficient promotional testing schedule by freeing up Civil Service to work on promotional exams for other classifications within the NOFD.